

Tips for interviewing

What training does the candidate have?

What is the candidate's work history and experience?

Does the candidate hold a license or certificate?
(For example: LPN, CNA)

Describe your care needs; ask if the candidate is capable of performing these tasks.

Does the candidate have the skills or knowledge to meet your special care needs?

Does the candidate have any allergies or other medical/physical health related problems that may interfere with your specific care needs?

If the candidate will be providing you with transportation, verify his/her driver's license and insurance and ask if their vehicle is safe.

If the candidate will be driving your vehicle, verify his/her driver's license and check with your auto insurance agent about coverage in case of accidents.

If food preparation is needed, ask if the candidate has experience cooking for others.

Ask what the candidate's expectations are regarding vacation and time off.

If you have pets, ask if the candidate is agreeable to providing care for them.

Ask the candidate for references.

At the end of the interview, tell the candidate when you will get back to him or her.

Choosing an in-home service provider

Consider obtaining a criminal background check. (There is a fee for this service.) Bureau of Criminal Investigations, 701-328-5500.

Consider checking the nurse registries; Department of Health, Division of Health Facilities for information about a Certified Nurses Assistant (CNA), 701-328-2352; or the ND Board of Nursing for information about a Nurse Assistant (NA), Licensed Practical Nurse (LPN) or Registered Nurse (RN), 701-328-9777.

When you call the references, ask about patterns of attendance and punctuality, attitude and competence. (You may only receive notifications of dates of employment and a statement on eligibility of re-hire from some employers.)



Conditions of employment

Have a written agreement that sets forth the conditions of employment and is agreed upon, signed and kept by both parties.

The written agreement may include the following:

- Who is responsible for the payment of transportation costs, meals, Social Security and other fringe benefits.
- Rate of pay, days and hours of employment, days off, vacations, and whether or not you will be withholding taxes.

- Schedule of tasks and set working hours.
- How and to whom the provider will communicate any change in your condition or behavior.
- A statement of confidentiality that prohibits the provider from discussing any personal information about you.
- How medical emergencies will be handled. Include names and telephone numbers of emergency contacts.
- A requirement that all receipts accompany all purchases made on your behalf.
- A clarification of the provider's responsibilities regarding meal preparation, routine housework, laundry, etc. when you have family/friends as daytime or overnight guests.
- Your preference regarding smoking in your home.
- How much notice each party should give when one decides to discontinue services.

Retaining your in-home service provider

Have realistic expectations of your provider. If the work is unacceptable, discuss your concerns with the provider. Consider the provider's suggestions. Update the written agreement to reflect any changes. Keep your valuables such as credit cards, telephone cards, cash machine cards, check blanks, income checks and valuable jewelry in a locked or secure location.